



LGBT youthline

Annual Report 2015

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## OUR BOARD, STAFF AND VOLUNTEERS

N. Gitanjali Lena, Executive Director  
Naomi Martey, Help Line Service Coordinator  
Kavita Bissoondial, Help Line Service Coordinator  
Valerie Kostyniuk, Fundraising Assistant  
Tamar Brannigan, Outreach Assistant  
Pasha M., Building The Net Project Coordinator

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## BOARD MEMBERS

Ko Clementson  
Saira Muzaffar  
Kadeem Brown  
Jeff Cooke  
Khadijah Kanji  
Sarah Peek  
George Georgievski  
Gunjan Chopra  
Sean Meades  
Sonny Berenson

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## VOLUNTEERS

While we cannot personally name all of our wonderful volunteers due to our policies around confidentiality, we want to acknowledge their incredible individual and collective efforts in the fulfillment of the LGBT Youth Line's mission. Thank you all; and much love.



## MISSION STATEMENT

The Lesbian Gay Bi Trans Youth Line exists to provide service for youth, by youth that affirms the experiences and aspirations of lesbian, gay, bisexual, transsexual, transgender, 2-spirited, queer and questioning youth in Ontario. Working within an anti-oppression framework, we provide leadership opportunities, outreach, confidential peer support and referrals by telephone and online.



## VALUES

Caller-centred  
Non-judgmental  
Respectful and Inclusive  
Committed to Confidentiality  
Embracing Diversity  
Sex-positive  
Building a Learning Community  
Collaborating  
Networking and Partnering



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## LETTER FROM THE EXECUTIVE DIRECTOR

Dear members, community supporters, donors and funders,

This year was a one of collaborative advocacy, program development and youth-led research and re-branding.

It was also the year in which we replaced our aging server and hardware used by peer support volunteers in the help line's service room thanks to the generosity of Virgin Mobile's RE\*Generation program. Improved technical efficiency partially led to the increase in the numbers of youth who reached out to us.

Reaching youth through relevant platforms with iconic visual language is critical in our type of service. Last fiscal through collaborative research and discussions we laid the groundwork for a complete re-branding of the organization including an updated logo, website and supporting marketing materials to be launched in 2015 to commemorate our 20th anniversary.

We are thrilled to have a colourful array of new outreach materials designed with input from youth. We are working with two medical students from the University of Toronto Mississauga to create infographic posters for health care providers about the experiences of queer and trans youth in health care systems. We also benefitted from the hard work of an Outreach Intern from the Yonge Street Mission's Connecting Youth to Work program.

We took part in the LGBTQ2SYouth Homelessness Summit, and contributed to the City of Toronto's

LGBTQ Working Group, which helped to establish the first transitional housing for LGBTQ youth at Spratt House. Youth Line was active in the Safer City Working Group, and the City of Toronto's Gender Based Youth Violence Advisory Panel.

Youth Line was invited to attend the Violence Against Women (VAW) Knowledge Exchange's Conference on Partner Violence in the Rainbow Community in London Ontario where we networked with service providers and researchers from across Ontario. Noticing gaps in conventional VAW knowledge, Youth Line staff created our own body of research about LGBTQ youth dating patterns and abuse in dating relationships.

We enriched Victim Services Toronto's research on cyber bullying by facilitating queer and trans youth focus groups and were then invited to sit on the Steering Committee for Project Safe S.P.A.C.E., which aims to support youth-designed strategies to prevent cyber violence.

We forged new programming partnerships with Agincourt Community Services Association, the Jane/Finch Community and Family Centre and the Rexdale Community Health Centre

Upcoming in 2015 are our Help Line Accessibility Enhancement project with members of the Deaf\* LGBTQ community and outreach work with Planned Parenthood Toronto's LGBTQ Service Provider Network.

With your support, we look forward to continuing this important work.

Our sincere thanks to all in our community,

**Gitanjali Lena**  
LGBT Youth Line Executive Director



## LETTER FROM THE BOARD OF DIRECTORS

We would like to start by thanking our major donors, individual funders and community partners for believing in and supporting Youth Line's mission to serve LGBTQ youth through youth-led initiatives both online and in-person.

We hope, like us, you will take pride in the great work of Youth Line's tireless volunteers and staff.

With each passing year, this dedicated team provides peer-to-peer support that gives questioning youth safe and informative channels that guide them to seek the help they need.

Equally important; Youth Line's training and service delivery provides our volunteers and staff the tools and expertise to become youth leaders. Our youth-for-youth focus in this realm continues to place Youth Line at the forefront of youth empowerment and youth community building.

This year, with the generous support of our funders and team members, Youth Line was able to fulfil numerous major projects that are an essential foundation to help us improve how we reach youth and the kind of support we can offer. These projects have comprised investing in the technology we use, diversifying the programs we offer and improving our online presence and engagement. Our annual report summarizes these key achievements and on-going projects.

We would like to close by inviting you to learn more about Youth Line and the wonderful people behind its continued success. If you haven't already, be sure to check out our new website. As always, feel free to connect with our staff and board members for more information and collaboration opportunities.

Together we can make sure Youth Line continues reaching youth in need and empowering young leaders.

Sincerely,

**Ko Clementson & Saira Muzaffar**  
Co-chairs  
LGBT Youth Line Board of Directors



Funds for Accessibility-Related Expenses at our AGM were provided by Students for Barrier-Free Access.

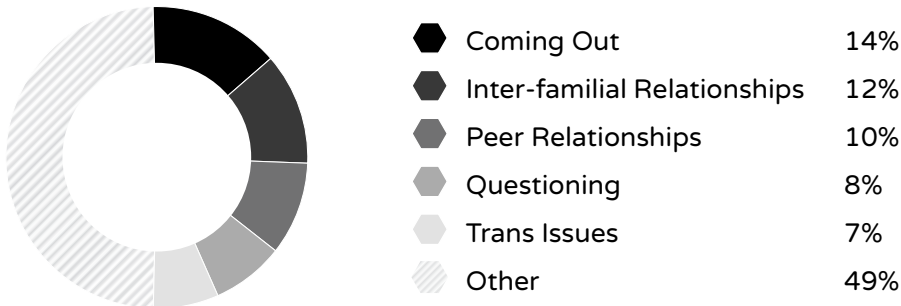
# FINANCIAL REPORT

## Statement of Operations and Changes in Net Assets Year Ended March 31

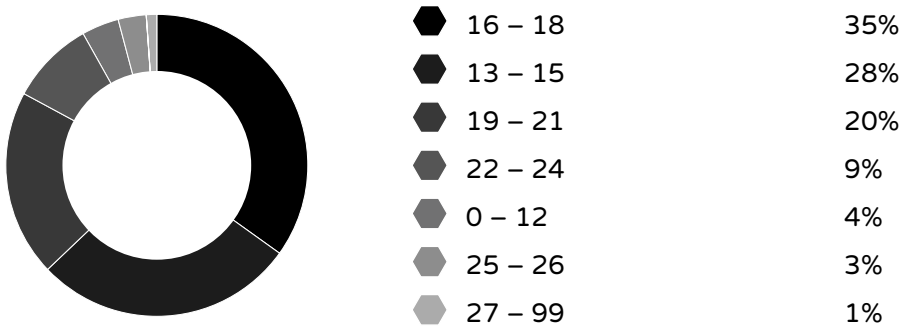
	<b>2015</b>	<b>2014</b>
<b>REVENUE</b>		
Corporation and foundation grants	\$ 64,550	\$ 44,779
Ministry of Health	86,160	86,160
City of Toronto grant	40,925	40,040
Canada Summer Jobs grant	5,150	-
Donations	34,668	34,995
Fundraising	19,055	7,958
Other income	3,069	-
Pride & Remembrance Foundation	-	10,908
Trillium Foundation	-	4,900
	253,577	229,740
<b>EXPENSES</b>		
<b>Charitable activities expenses</b>	196,250	163,375
<b>Administration expenses</b>		
Accounting and audit	13,816	12,258
Amortization	2,829	215
Board of directors, cost and insurance	2,718	3,471
Office supplies, bank charges and other	10,549	10,261
Salaries, benefits and related costs	49,196	54,991
Special projects	707	4,120
	79,815	85,316
	276,065	248,691
<b>Deficiency of revenue over expenses for the year</b>	(22,488)	(18,951)
<b>Net Assets, beginning of the year</b>	120,086	139,037
<b>Net Assets, end of the year</b>	<b>\$ 97,598</b>	<b>\$ 120,086</b>

# YOUTH LINE THIS YEAR

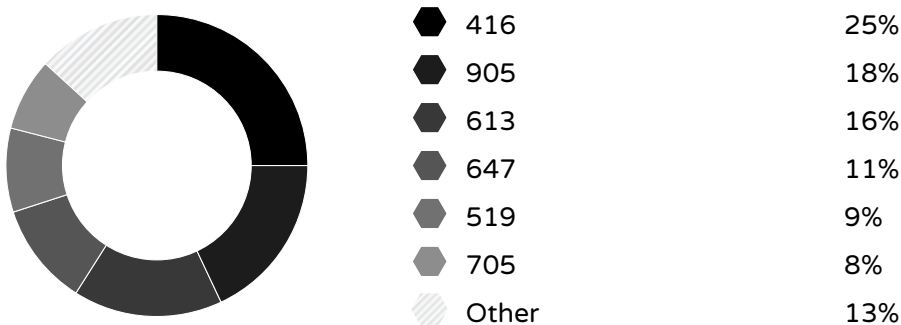
## TOP 5 ISSUES MENTIONED BY YOUTH LINE USERS



## SERVICE USER AGE BREAKDOWN



## AREA CODE BREAKDOWN



**3,768**

Youth Supported

**2,825**

Referral-based Calls

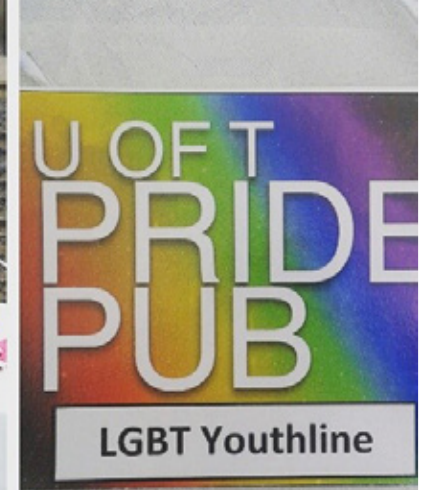
**38%**

Identify as Black, Indigenous, or otherwise People of Colour

**32,190**

SMS messages were sent and received with our youth over the past year (58% increase from last year)





## VOLUNTEERS AND TRAINING

This January, Youth Line welcomed in its newest group of peer support volunteers! 33 Youth in total completed the 36-hour training program and officially began volunteering with us. In order to make our training more accessible to youth, we had 2 identical trainings each week so volunteers could choose the time that worked best for them. We also shifted the training from two three hour trainings a week for six weeks into a single three hour training each week for twelve weeks. We found these changes made it much easier for new volunteers to successfully complete their training.

In regards to training material, we placed extra emphasis this year on issues surrounding sexual assault, harm reduction, and supporting under-housed and houseless youth. In doing this, we have found that our volunteers are better equipped to service users who are in distress for various reasons.

One of the biggest goals this year for Youth Line was to diversify the volunteer group in order to better serve the needs of the Youth contacting us and Youth Line is happy to report that one third (1/3) of our new volunteers identify as trans and/or gender non-conforming and one half (1/2) identify as Black, Indigenous, or people of colour. This has been an amazing leap for Youth Line because the experiential knowledge that our volunteers bring to peer support is a pillar of all the work that we do.

## PRIDE 2015

June is a busy time for any LGBTQ+ organization, and for Youth Line Pride month was a blur of activity.

Pride preparations began with attending community pride events such as STARS Uptown Pride BBQ on the north end of Toronto, U of T's Pride Pub, and East Side Pride in Scarborough. Youth Line had the

opportunity to interact with other queer friendly organizations, and most importantly, to spend time connecting with youth coming out to celebrate their diverse identities.

Toronto Pride culminated on the 26th, 27th, and 28th of June with the Trans March, Fruit Loopz, and the Pride Parade. Youth Line focused on mobile outreach at youth-related Pride events with volunteers armed with t-shirts, promotional material, and newly designed buttons sporting different gender identities. Although some of our main activities were rained out, staff, board members, and volunteers alike marched wearing Youth Line swag, and our brand new banners.

## OUTREACH

Throughout the year, Youth Line has made connecting across communities a priority. Our short-term contract workers have been doing an incredible amount of outreach throughout the GTA and around Ontario. This has included building relationships with existing queer-specific organizations, schools, health and wellness centres, and community programs.

In June, Youth Line was able to bring on an Outreach Assistant for a year-long contract and exciting things are building. We are making a big online impact with our newly designed website, and connecting with people through social media campaigns over Facebook and Twitter in an increased capacity.

In keeping with our new design and branding, we have also commissioned new outreach materials which we share with Youth Line supporters around Ontario. Youth Line participates in youth and queer related events such as Delisle STAR's Uptown Picnic, the Ontario Youth Action Plan meeting, and the LGBT North Toronto Service Provider's meet up and uses these as part of a promotional package to ensure our peer-support service has reach.





## FUNDRAISING

Sometimes you just need someone to talk to. For the past two decades, Youth Line has been here to listen to the amazing, resilient, LGBTTTQQ2SIA youth in our communities across Ontario. Without the generous support of our donors and community partners, we wouldn't be able to answer the call ... or chat message ... or text ... or Tumblr question (it is, after all 2015).

Here are a few of the many fundraising highlights from the past year:

- In June, seven of the top advertising agencies in Toronto banned together to 'Axe Out Homophobia' in a tournament of axe throwing to raise funds for Youth Line. Teams entered from agencies such as Zulu Alpha Kilo, John St., Fuse Marketing Group, KBS+, Cause Company, North Strategic, Publicis and a special team from Beau's Brewery. By engaging their networks, holding creative inter-office initiatives and through personal donations the agencies collectively raised \$12,000 in support of our organization! We are very grateful for the support shown by the advertising industry and thank everyone for another year of fun.
- Many organizations in the community have supported Youth Line through 3rd Party fundraising activities ranging from drag shows to Pride parties to original theatre productions to cupcakes and sticker sales. Many thanks to the University College Literary & Athletic Society, The Butch Femme Salon, Little Black Afro Theatre Company, Baker and Scone and Trove Boutique for the support. We appreciate your support, and we had a lot of fun at your events and enjoyed your products!
- We continue to be very thankful for the GENEROSITY of individual donors, especially our monthly donors. Your support is incredibly invaluable, and you are a fundamental part of our community of support at Youth Line.



## REASONS TO GIVE TO YOUTH LINE

1. We supported approximately 4,000 Ontario youth last fiscal year - a 28.9% increase from 2013-2014.
2. This past year, we achieved our goal of reaching more LGBT\* youth in Ontario communities that were underrepresented as Youth Line callers: 51% of service users reached us from outside of the City of Toronto, and 38% of service users identified as black, indigenous or otherwise people of colour.
3. The top 5 issues youth contacted us about this past year were coming out, inter-familial issues, peer relationships, questioning personal identities, and trans issues including transphobia. Without the support of our donors and funders, we wouldn't be here to offer support.
4. In addition to our peer support services, Youth Line also conducts outreach in schools and with community and grassroots organizations across the province to reach LGBTTTQQI2SA youth and the people who work with them.
5. Ontario's LGBTTTQQI2SA youth are awesome, resilient, vibrant and diverse! Give in their honour!

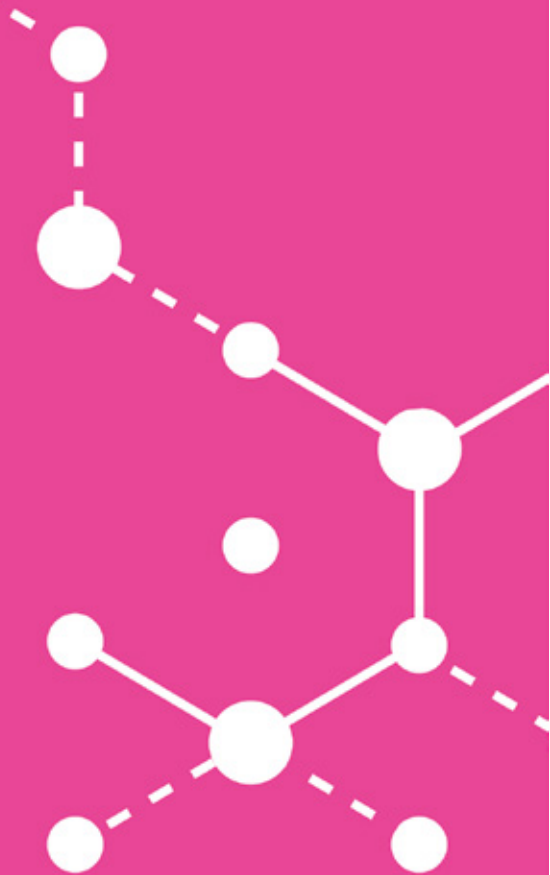


## BUILDING THE NET

Building the Net is a project running from March 2015 to September 2015, to provide youth-friendly and confidential community building workshops for queer, trans and questioning youth ages 13 to 21.

Through Building the Net, LGBTQ+ youth have an opportunity to attend 12 weekly workshops in their own communities. At each workshop, participants will engage in dialogue to build awareness around various social pressures, practice active listening and non-judgmental behaviours, and construct empowering narratives of resistance while supporting each other. The curriculum will be flexible, arts based and youth-led, and youth will be able to bring in up to 3 guest facilitators to deliver content, in addition to the Project Coordinator and youth Co-Facilitators who will coordinate the program. The program will engage up to 18 youth in 3 different locations of the GTA. During the summer, Youth Line will run a Summer Leadership Institute where youth will develop facilitation skills and receive training in peer support and active listening to support them to start and facilitate their own peer support groups in the coming years.

Through Building the Net, Youth Line continues to create connections with community organisations in Rexdale, North Toronto, and Scarborough, to provide youth-friendly, confidential and accessible spaces for participants. We have also launched an outreach campaign for the project, which includes visually engaging posters and outreach materials, as well as a social media campaign to connect with youth.



# OUR FUNDERS AND DONORS



## FUNDERS



## CORPORATE AND COMMUNITY DONORS

CB2  
Children's Aid Society of Toronto  
CUPE 1281  
Employees of JP Morgan Chase & Co.  
Innoweave  
Ontario Federation of Labour  
Out on Bay Street  
Pilot Interactive  
Public Health Ontario  
RBC  
Symcor  
Telus  
The Elementary Teachers Federation of Ontario  
The Geoffrey H. Wood Foundation  
The Yonge Street Mission



## EVENT SPONSORS

Baker and Scone  
Butch Femme Salon  
Centennial College Public Relations Students  
Little Black Afro Theatre Company  
Trove Boutique  
University College Literary and Athletic Society



## INDIVIDUAL AND MONTHLY DONORS

We also want to acknowledge and thank our many generous one time and monthly donors who contribute through the United Way Donor Choice programs and our Canada Helps page who recognize the importance of the work that we do through their support of the LGBT Youth Line's ongoing operations.

Become a Monthly Donor



*Want to  
Go Steady with  
Youth Line?*

One time donations certainly have their charm!  
Unexpected love is exciting and expansive!  
But there is also something really sweet about loyal support  
you know you can depend on for a while.  
We're kind of feeling like that's what we need right now...  
So what do you say? Want to go steady?

[www.youthline.ca/gosteady](http://www.youthline.ca/gosteady)

youthline.ca



Registered Charity 897564951RR0001